

EXHIBIT C

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Gate Information Display

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Project Initiation Document



TransQuest

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Requirement: Provide dynamic status information to stand-by passengers
Requirement Number: GACD-004

Problem Statement:

Customers need better information to decide whether to wait on a stand-by list for a seat, to change to another flight, or to take an assigned seat and forego an upgrade. There is much controversy at many gates about when stand-by's will be cleared, and what a customer's chances are to get on the flight or obtain an upgrade.

Assumptions:

- Names of passengers on a standby list will not be displayed in the default configuration. Only summarized information such as number of people on the list, or number of available seats will be displayed.
- The display devices can be controlled from a local software application.
- The User Interface system will integrate the CID management tool into the desktop for easy user access.
- The type of information displayed is always subject to change based on customer and agent feedback as well as changes in corporate policy.

System Features:

1. The CID system shall be capable of continuously displaying standard standby passenger instructions during the check-in and boarding phases. This information will include information regarding when standbys will be cleared; reminders to stay the gate area if an upgrade is desired.
2. The CID system shall be capable of displaying changes to the status of the standby list when this information is received from the Flight Management System. The status changes will include: Standby list is closed; First class is full; All cabins are full.
3. The CID system shall be capable of collecting and displaying a standby list summary information with information received from the Flight Management system. This will be a dynamic display constantly updated with data received from the Standby List application. This information will include: Passengers on list (by cabin / status); Seats available (by cabin).

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4. The CID system shall provide the agent the ability to display any passengers names who have been cleared by the Standby List application.
5. The CID system shall (as an option via the Standby List application), provide the agent the capability to display the passenger names on the standby list. This list will be dynamic (updated via notification from the Standby List application) and will be displayed on a device in or near the gate podium. The list will include as a minimum: Passenger Name ; Standby classification (First / Business / Coach cabin, Upgrade , No Seat Available).